CeeNee Orchid S
USER MANUAL
2012

Version 1.0.0

Copyright © 2012 All rights reserved

CeeNee, Inc.

Website: www.ceenee.com

All rights reserved. No part of this publication may be reproduced, stored in retrieval system, or transmitted, in any form by means of electronics, mechanical, photocopying, recording, or otherwise, without the prior written permission of CeeNee, Inc.

Disclaimer

The information in CeeNee product documentation and on this User Manual has been carefully checked and is believed to be accurate; however, no responsibility is assumed for inaccuracies.

CeeNee, Inc. reserves the right to make changes without further notice to any products to improve reliability, function or design. CeeNee, Inc. does not assume any liability arising out of the application or use of any product or circuit described; neither does it convey any license under its patent rights of others.

CeeNee consumer products line is for digital signage integrators use only. CeeNee general policy does not recommend the use of its consumer products in life support applications wherein a failure or malfunction of the product may directly threaten life or injury. Per the terms and conditions of sales of CeeNee, Inc., the user of CeeNee products in life support applications assumes all risks of such use and indemnifies CeeNee, Inc. against all damages.

Table of Contents

1. PRODUCT OVERVIEW 6

1.1 PACKAGE CONTENTS 6
1.2 CONNECTORS 7

2. WORKING WITH THE CEENEE ORCHID 1

2.1 CONFIGURE THE ORCHID DEVICE 1
2.1.1 Login 2
2.1.2 Establish internet connection 3
2.1.3 Changing Orchid Login Password 3

3. WIRED INTERNET CONNECTION 5

4. WIRELESS INTERNET CONNECTION 6

5. 3G/4G INTERNET CONNECTION 8

6. UPDATE FIRMWARE 11

7. ORCHID SCREEN SAVER AND POWER OPTIONS 13

8. CODEC SUPPORT 14

8.1 VIDEO CONTAINERS 14
8.2 VIDEO CODE FORMAT 14
8.3 AUDIO CONTAINERS 15
8.4 AUDIO CODEC FORMAT 15
8.5 PHOTO CONTAINERS 15

9. CEENEE TECHNICAL SUPPORT 18

REVISION HISTORY

Revision Number	Date	Prepared By	Comments
1.0.0	May 08, 2012	K.V.	First release

CONVENTION

Font Style	Usage Meaning	Example
Underlined Blue Font	Hyperlinks	See Figure 12
Italic	Note	*Note: This figure is…*
Bold	Attention	**The device must be…**

Product Safety

- Follow all instructions.
- Heed all warnings.
- Do not throw, shake, or drop the device, otherwise damage may occur.
- Avoid exposing the product to moisture, high humidity, or dust.
- Do not attempt to repair or service the product yourself. Opening or removing the covers may expose you to the risk of electric shock and other hazards. If a repair is required, please contact your dealer and refer all servicing to qualified service personnel.
- Avoid handling the power cord during electrical storms to avoid electric shock.
- Unplug the device when unused for long periods of time.
- Do not overload power strips or extension cords. Overloading an electrical outlet can result in fire, electric shock, or device damage.
- Never push foreign objects into the device.
- Hold the outer power connector when removing the power cable. Pulling the power cable itself may damage the wires inside the cable and it can cause fire, or electric shock.
- Do not spray chemical at, or near the device.
- Maintain a distance of at least 3 feet between CeeNee products and any heat source, i.e. radiator, heater, oven, amplifier etc.
- Do not operate the product close to smoke.
- Do not use the product in an enclosed environment, or the device may get damaged.
- Do not touch the connector with wet hands to avoid the risk of electric shock.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Operating environment. Temperature: 0°C ~ 85°C, Humidity: 20% ~ 80% non-condensing.
- For additional safety information, please refer to http://www.ceenee.com/.

Recording your CeeNee Product Information

In the following table, please write the serial and model numbers of your new CeeNee Orchid product.

You can find this information on the label at the bottom of the device. You should also note the date of purchase. This information may be required when requesting technical support.

Serial Number:
Model Number:
Purchase Date:
System and Software Notes:

1. Product Overview

This user manual provides step-by-step instructions on setting up and using your new digital signage controller. For the latest CeeNee product information and news, please visit us at http://www.ceenee.com/.

Our HD digital signage player, the Orchid, is able to playback advertisements on both digital and analog displays. With Wi-Fi, 3G and 4G capabilities, Orchid can be placed and controlled at an isolate remote location where RJ45 cable running is not feasible. All of our products support the output resolutions up to Full HD 1080p. The HDMI and composite connectors with separate analog and digital audio outputs provide the flexibility when connecting to various display devices.

1.1 Package Contents

- CeeNee Orchid Digital Signage Controller (HDD not included)
- AC Adapter
- HDMI Cable
- Composite A/V Cable
- Remote Control
- 2 AAA Batteries
- Quick Start Guide

* *USB Mini-B Host Adapter (Optional)*
* *USB Wi-Fi dongle (Optional)*
* *USB 3G/4G dongle (Optional)*

1.2 Connectors

Figure 1: Front View

1. USB Port
2. USB LED Light
3. SD Card LED Light
4. Power LED Light
5. Infrared Receiver
6. SD Card Slot

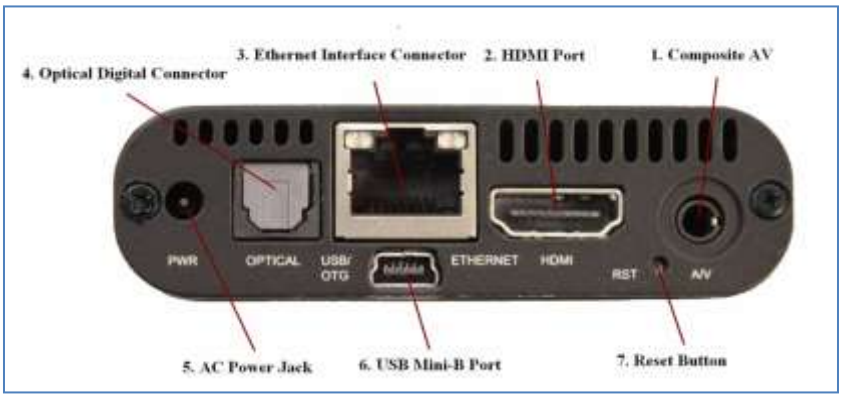

Figure 2: Back View

1. Composite AV
2. HDMI Port
3. Ethernet Interface Connector
4. Optical Digital Connector
5. AC Power Jack
6. USB Mini-B port
7. Reset Button

2. Working with the CeeNee Orchid

In order for the Orchid box to work correctly, users have to do two steps: Configure the Orchid device and Create Playing Content.

2.1 Configure the Orchid Device

Connect the Orchid device to a display and plug the power cord to turn it on. It will take about 1 minute to finish the boot up process.

Note: Only three buttons on the remote control work with the Orchid box. They are RETURN, i (INFO), and SETUP.

Table of Content

2.1.1 Login

- Press the "SETUP" button and hold it for about 5-10 seconds. The below screen will appear.
- Default User Name: admin
- Default Password: admin

Enter the User Name and Password, and then select Login to get access to the Orchid Admin Setup.

Figure 3: Login Panel

Click **Changing Orchid Login Password** to find out information on how to change the User Name and Password.

NOTE: At anytime, users can press the RETURN button on the remote control to exit the Orchid Admin Setup and resume to normal playback.

Table of Content

In order to remotely control the Orchid box and for the Orchid box to get contents from the cloud server, users need to do the following:

2.1.2 Establish internet connection

There are three ways to get internet connection: Wire, Wi-Fi, or 3G. For more information about the connection methods, please use the below links:

Wired Internet connection

Wireless Internet Connection

3G/4G Internet Connection

2.1.3 Changing Orchid Login Password

You can change User Name & Password:

- Press “Login: admin” tab and “Change Password” button.

- Fill out all the needed information and select Change.

Click **Login** to go back to Orchid Login.

Table of Content

3. Wired Internet connection

We recommend using automatic configuration. For automatic configuration, please do:

- Select <Wire> tab -> Turn On Wire Network -> Automatically -> Save

For manual configuration, select the <Manually> radio button and fill in all the required info then click Save.

Figure 4: Wired Internet Configuration

Click **Establish internet connection** to go back to the Establish Internet Connection section.

Table of Content

4. Wireless Internet Connection

Plug in the optional Wi-Fi USB dongle. It will take approximately 30 seconds for the Orchid box to detect the device. Browse to the <Wireless Network> tab and do the following:

- Select <Turn On Wifi> and press OK on the remote control. The button will change to <Turn Off Wifi> to allow users to turn off Wi-Fi using the same button.

Figure 5: Turn On Wi-Fi

- Select <Wifi Network> and press OK on the remote control to scan and display all available networks within range.

Figure 6: Search Available Networks

Note: Press "Wi-Fi Networks" button again to rescan the networks.

- Select the desired network and press the Ok button on the remote. Depending on the network security, users may be asked to fill in the required security password.
- Click Connect to connect to the Wi-Fi network.

Figure 7: Connect to a secured network

- Press “Other” button to connect to an already known Wi-Fi network.

Click **Establish internet connection** to go back to the Establish Internet Connection section.

Table of Content

5. 3G/4G Internet Connection

Plug in the optional 3G USB dongle. It will take approximately 45 seconds for the Orchid box to detect the dongle. If the Orchid cannot detect the dongle, a red <No Device> button will be shown.

Figure 8: No 3G USB Dongle detected

- If the 3G dongle is detected, a green Connect button is shown. Select the <Set Mobile Broadband> button and press OK on the remote.

Figure 9: 3G USB Dongle detected

- Use the navigation button on the remote to select your country and press the OK button on the remote control.

Figure 10: Select country

- Select the 3G provider and press OK on the remote control.

Figure 11: Select Provider

Table of Content

- Select the correct 3G data plan -> press OK on the remote control.

Figure 12: 3G/4G Data Plan

- Press <Save> to save the settings.

Figure 13: 3G Settings Have Been Saved Successfully

- Use the Up button on the remote control to go back to the main 3G screen (See Figure 9) -> select <Connect> -> press Ok on the remote to start connecting.
- Select <Disconnect> -> press Ok if you want to disconnect from 3G.

Table of Content

6. Update Firmware

Go to the Update Firmware tab.

There are two ways to update firmware.

- The first way: Updating firmware from server

Step 1: Press “Check New Firmware” button and choose the new Version (normally choose the newest version. *Users can always use the older version.*)

Figure 14: Various firmware version are available on server

Figure 15: Similar firmware version had been chosen

Table of Content

Step 2: Press the “Download New Firmware” button and choose the storage device where the firmware will be saved to.

Figure 16: Firmware Saving Location

Step 3: Press “Update New Firmware.”

- The second way: updating Firmware from local storage device.

  Step 1: Press “Download New Firmware” button and choose device storage.

  Step 2: Press “Update New Firm” button.

*** During the firmware update process, do not turn off the device or remove the USB/SD Card which contents the new firmware. The update process takes about 5 minutes. The Player will reboot automatically after finishing the update process.

Table of Content

7. Orchid Screen Saver and Power Options

The Orchid can be set to shutdown, restart, and turn off the display. To access these options, go to the <System> tab. In this tab, users can select and perform these commands. Remember to <Save> to settings.

Figure 17: System Power Options and Screen Saver

Table of Content

8. Codec support

8.1 Video Containers

- MPEG1/2/4 Elementary (M1V, M2V, M4V)
- MPEG1/2 PS (M2P, MPG, DAT, VOB)
- MPEG2 Transport Stream (TS, TP, TRP, M2T, M2TS, MTS)
- AVI, ASF, WMV
- Matroska (MKV)
- MOV (H.264), MP4, RMP4
- FLV (only support H264)

8.2 Video Code Format

- XVID SD/HD
- MPEG-1
- MPEG-2 MP@HL
- MPEG-4.2 ASP@L5, 720p, 1-point GMC
- MPEG-4.10 (H.264)
- BP@L3
- MP@L4.0
- HP@L4.0
- HP@L4.1
- WMV9
- MP@HL
- SMPTE 421M (VC-1)
- MP@HL
- AP@L3

Table of Content

8.3 Audio Containers

- AAC, M4A
- MPEG audio (MP1, MP2, MP3, MPA)
- WAV
- FLAC
- OGG

8.4 Audio Codec Format

- DTS
- Dolby
  - Dolby Digital
  - Dolby Digital Plus
  - Dolby TrueHD
- MPEG
- AAC, HE-AAC
- DRA
- FLAC

8.5 Photo Containers

- JPEG, BMP, PNG, GIF

Table of Content

9. CeeNee Technical Support

Important: Should you encounter any problem, please do not return this product to the store before carefully reading the user manual. You can also find answers for your technical support questions through our phone or e-mail support service at support@ceenee.com. If you still need assistance, please visit us at www.ceenee.com

Your CeeNee product includes one year manufacturer's limited warranty and a free lifetime technical support. Tampering and misusing the product will lead to warranty avoidance. The lifetime period commences on the date of your first telephone contact with CeeNee technical support. To keep you informed of new features and services, remember to register your CeeNee product online at https://www.ceenee.com/index.php?modules=Customers&action=Join&status=New

Table of Content

Q&A

Q1. Where can I find information about the Orchid Digital Signage product?

Please visit us at www.ceenee.com. Select PRODUCTS tab and then Digital Signage. You can also call us at 408-890-5018 or email us at sales@ceenee.com.

Q2. How can I configure the device?

Press and hold the SETUP button (right above the yellow button) on the remote control for about 10 seconds, and the admin configuration menu will be popped up. Use the alphanumeric key to login. The default user ID and password are admin and admin. The configuration page will come up. Please refer to our user manual for configuration information.

Q3. How come some of the buttons on the remote control do not work?

The Orchid box is not a media player. Therefore, most of the buttons on the remote control are disabled. Only three buttons are usable. They are i (info button), RETURN and SETUP buttons.

Q4. How much does each device cost?

We have different prices for customers depended on the volume. The more you buy the cheaper price you will get. Please email us at sales@ceenee.com with your requirement and estimated volume for the quotation.

Q5. What are the pluses of your device compared to other digital signage devices?

- Small (palm size)
- Less power consumption (7-10 Watts per hour)
- Solid state (no mechanical movements)
- State of the Art technology
- Cloud-based control and management
- Conditional lifetime customer support
- Designed and manufactured in California, USA.

Q6. How long is the warranty of the device?

Each of our devices comes with ONE year manufacturer warranty. If anything happens to the device, please feel free to contact us for supports and services.

Q7. Can we get any free sample to test out?

We do not give out free sample to customers. However, potential customers will have discounted prices based on the number of samples they requested. Please contact our sale team for more information.

Q8. Does your software run on Safari browser?

Our software can be run on any web browser such as Firefox, Safari, Chrome, IE, Opera, etc…

Q9. Can your digital signage device run as a standalone box?

Yes. We have both cloud-based and standalone versions.

Q10. Does your device have internet connection?

Our device can connect to the internet using wire, Wi-Fi, or 3G/4G.

Q11. Can we browse the internet using your device?

Our device is designed solely for digital signage. Therefore, the internet connection is used for pulling customized content to the device or controlling the device. We also have similar device that can be used for home entertainment. Users can watch HD movies, streaming online videos, singing karaoke, playing games, and browsing internet. Please contact us for more information about the home entertainment device.

Q12. Do you have white-label boxes?

Yes, we do. Please contact us for more information.